digital
INFOSHARE
Service News | Volume 10, Issue 3 | Fall 1994 $2.50

INFOSHARE Welcomes Canadian Customers!

We hope you will enjoy your complimentary subscription to *INFOSHARE*, Digital Equipment Corporation's services quarterly magazine. *INFOSHARE* contains the latest information for effective services management. Inside you'll find:

- Important advice on service strategies for your business
- Answers to customer questions
- Valuable Tech Tips for Digital Users

We use *INFOSHARE* to communicate our news to our customers and to share successes and strategies related to us by your peers in the industry. *INFOSHARE* is heavily based on direct customer feedback.

Our customers tell us...

- ***INFOSHARE* "provides insight on other DEC customers and other service information."**
  Cenfed Bank, Pasadena CA
- ***INFOSHARE* offers "broad range of topics—not break/fix oriented."**
  Pioneer Technologies, Duluth GA
- **"Good publication, good summary of available services (several of which I was previously unaware.)"**
  Eli Lilly and Company, Indianapolis IN

We look forward to hearing from you. Won't you take a moment to send us your subscription or renewal request (pg. 11) today?

...Thank you.

Why Choose Digital for Multivendor Services?

One customer shares this response. Newport News Shipbuilding in Newport News, VA is the largest privately-owned company in the state. They design, build, overhaul and repair a wide variety of ships for the US Navy and commercial customers all over the world. For a number of years, they have depended on our products, network expertise, hardware and software services.

Over time they evolved to a multivendor PC environment where more than 4000 PCs and PC products manufactured by Digital, IBM®, AT&T®, COMPAQ®, Apple®, Zenith® and others are in use side by side as part of several sophisticated LANs. With the flexible capabilities of the newer PCs, the shipyard anticipates continued PC expansion. How could they best support this growing and complex hardware and software environment?

They asked several vendors to bid on the job. Their support criteria included price, long-term stability of the service provider, multivendor service expertise and response times. When bids were in and the evaluation done, they chose Digital Multivendor Customer Services.

Why? Performance and Price. According to Information Systems Business Development Manager, Ben Wiggins, Newport News Shipbuilding is pleased with Digital Services' local resources, both parts and people. Thus, since the price was competitive, it was logical to have Digital service the shipyard's multiple vendor equipment. "I'm glad to see Digital is competitive in the PC arena with their maintenance pricing."

Senior Buyer, Mark Harpst, takes this thinking one step further in his comment on the benefit of their multi-year Digital service agreement: "Digital's multi-year competitive pricing will save the shipyard money in the long run."

For the duration of the multi-year contract, Digital is responsible for the maintenance of all Newport News Shipbuilding's PC and PC-related products. Digital is responding to the shipyard's need to have a single PC support solution.

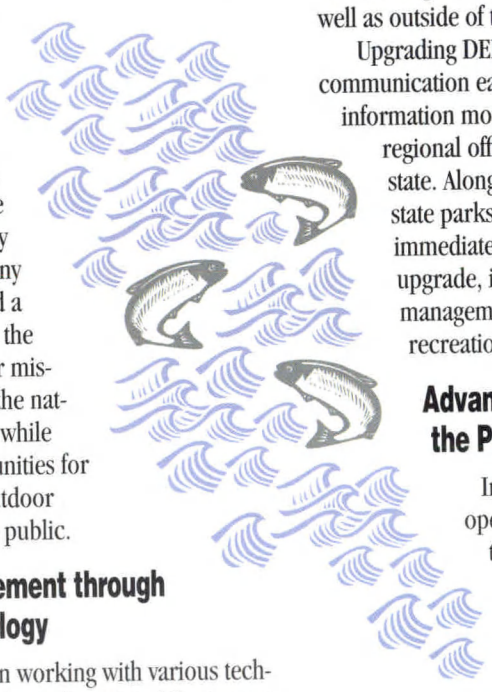
Whether it's warranty or contract we're proving we can meet their expectation for reliable service.

***George Washington*, the newest aircraft carrier in the Navy fleet. *Top:* The ship's sea trials, prior to delivery to the Navy and its commissioning into the fleet. *Left:* The ship's christening at Newport News Shipbuilding, in Newport News, Virginia.**

Technology Maintains the Environment Where We Play

Increasing Traffic Threatens River

Ohiopyle State Park's abundant natural and recreational resources are administered by the Pennsylvania Bureau of State Parks under the Department of Environmental Resources (DER). Over the years, the growing popularity of the Youghiogheny River has required a watchful eye from the Department. Their mission is to protect the natural environment while providing opportunities for safe, enjoyable outdoor recreation for the public.



Better Management through Better Technology

DER has been working with various technology providers, including Digital Equipment Corporation, to restructure and streamline its operations, using advanced Digital-based technology and software applications. DER has installed VAX and PC-based systems and implemented a Digital-based wide area network and electronic mail system. As a result, DER management and staff are linked directly with colleagues throughout Pennsylvania as well as outside of the state.

Upgrading DER's technology has made communication easier and faster and made information more widely accessible to regional offices located throughout the state. Along with other Pennsylvania state parks, Ohiopyle has derived immediate tangible benefits from the upgrade, including greatly improved management of the Youghiogheny recreational activities.

Advanced Technology for the Public Good

In addition, DER relies on open client/server computing to help nearly 4,300 employees in numerous regional and district offices across the state meet its mission of providing a safe and healthy environment for every Pennsylvania resident. Programs for enforcing laws and regulations to prevent environmental pollution, for example, have benefited from the new capability of shared information. ▮

Digital Canada Provides Expanded Support for WordPerfect Products

This past June, Digital announced a worldwide agreement with WordPerfect Corporation, giving Digital the ability to provide license updates as well as media and documentation services for all WordPerfect™ products on all hardware platforms.

Now, Digital Canada has expanded this strategic relationship by becoming a WordPerfect Premier Enterprise Integrator—the largest in Canada.

This certification means that Digital can now offer flexible initial licensing purchasing options, in addition to license update services.

WordPerfect limits this level of certification to organizations which have met stringent qualification criteria, including comprehensive training, and which can provide services like total system design and installation.

Digital Canada has also been added to the Federal Government's National Master Standing Offer (NMSO) as a designated WordPerfect products provider, permitting government departments and agencies to purchase these products through Digital.

Once again, Digital is your single source for comprehensive support throughout the Americas—which means convenience and lower administration costs for you. ▮

Attention Canadian Customers:

Access ULTRIX and OSF/1 Patches *via* Internet

Canadian service and warranty customers who use the Internet can now get ULTRIX and OSF/1 patches directly "over the net."

How? Your existing software product support contract qualifies you to request Internet access by logging a service call—voice or DSNlink—with the Hull CSC. The CSC will notify you directly with password and access information.

As businesses everywhere establish new Internet connections daily, we are pleased to offer this convenience to interested service customers throughout the Americas—U.S., Canada and Latin America. ▮

Are You Ready for Microsoft "Chicago"?

Windows 4.0

Let Digital Multivendor Customer Services (MCS) assist you in planning your migration strategy for "Chicago," Microsoft® Windows™ 4.0. Get expert answers on how you can handle PC hardware and software upgrades, staging and installation, LAN interoperability testing, help desk support and user training.

As a Microsoft Authorized Service Provider, we have the expertise.

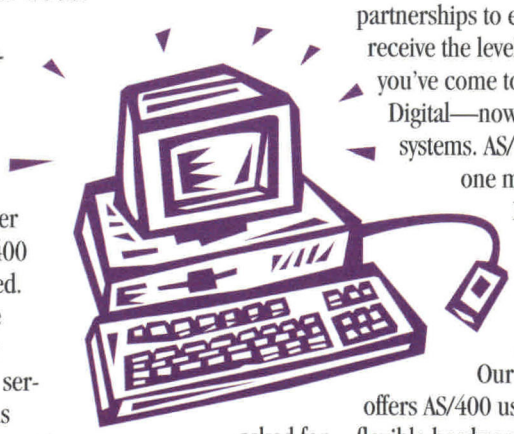
We can help you put together a complete package for each PC user or a custom plan to complement your technical support resources. Call your Digital MCS Sales Representative for details on how to get ready for Microsoft "Chicago." ▮

YOU ASKED FOR IT! DIGITAL DELIVERS.

AS/400 SERVICE

Digital is enhancing our multivendor capabilities with AS/400™ Service.

Why? We listened to you. We surveyed you, AS/400 customers, and found that services currently available failed to meet your critical needs. Additionally, you told us you were receptive to having someone other than IBM service your AS/400 equipment. Digital answered. Beginning this past July, we expanded our multivendor capability to include direct service on IBM AS/400 systems throughout the United States and Canada.



How? This year we've invested in several key areas to ensure our ability to deliver quality service on AS/400 systems. We've trained U.S. and Canadian service engineers, procured spares, refined the procurement processes, and developed business partnerships for software and third-party peripheral support. We've monitored and tested our processes and partnerships to ensure that you receive the level of quality service you've come to expect from Digital—now for your AS/400 systems. AS/400 support is one more area where Digital is committed to deliver the best global multivendor service in the industry.

Our service program offers AS/400 users what they've asked for—flexible hardware, software and Network services. We can support your critical needs for AS/400 systems service.

Need more information? Call 1-800-888-4234 extention 400. ▮

DIRECT ORDERING FROM DIGITAL IS EASY.

BY PHONE: 1-800 DIGITAL from 8:30 a.m. to 8:00 p.m. EDT

FAX: DECdirect: 1-800-234-2298
PC FAX Ordering: 1-800-524-5694
Canada: 1-613-592-1946

ELECTRONICALLY: 1-800-234-1998 from 7:00 a.m. to 12:00 midnight EDT (US only)

PC InstaFACTS: 1-800-388-3228

MCS Rental Program Announced

Available to our MCS services contract and warranty customers, Digital is offering to rent used computer equipment—subject to availability—on a temporary basis under the MCS Rental Program. If you need temporary hardware equipment during a computer relocation or to meet seasonal peak workload demands, call your local MCS DECmove Relocation specialist, MCS Sales representative or Authorized Digital Services Reseller for details. ▮

For Text and Document Retrieval, You Need TARGET➡SMART SEARCH

With the growing amount of documentation and other textual information generated by your business on a daily basis, TARGET➡SMART SEARCH—an advanced knowledge-based application for text and document retrieval—can play a key role in your information system strategy.

Developed by Target Systems in conjunction with Digital, TARGET➡SMART SEARCH allows for the free-form searching of textual databases, articles, and other document bases. What's more, you can specify the information you see through either a series of English or Boolean statements. The system then searches up to 64 databases at a time for occurrences of the word, or string of words specified. Sound familiar? Many of you may recognize this application as the one used daily by our Digital services engineers and customers via DSNlink to access information in our problem resolution database, STARS.

Beyond the obvious Customer Help Desk applications, TARGET➡SMART SEARCH may be applied to manage a variety of information needs: tax law, legal issues, government regulations, healthcare policies, scientific research, contract analysis, and more.

TARGET➡SMART SEARCH for OpenVMS is available today, with other platform availability slated for the near future. Site and corporate-wide licenses are also available.

For more information or to order TARGET➡SMART SEARCH, call 1-800-233-3493. ▮

LAN Management Support

Did you know? We also provide LAN Management Support, system management for LAN servers and components. This can help you maximize system availability and efficiency. For more information on this new service, fill in the Feedback on page 11. ▮

TUNING TIPS: VAX/VMS

The OpenVMS support team in Colorado Springs answers your questions on VAX/VMS round-the-clock. To help even more customers, they share a response to a recent question.

CUSTOMER: The BACKUP Utility for OpenVMS VAX Version 6.1. does not allow me to perform a backup with previously used non-expired backup tapes. The following error messages are displayed:

%MOUNT-I-MOUNTED, TAPE mounted on _MTA0:
%BACKUP-E-MOUNTERR, volume 1 on _MTA0 was not mounted because its expiration date is in the future
specify option (Quit or new tape)

In prior versions, a third option was available for overwriting the current tape.

DIGITAL: This is a change in functionality introduced in OpenVMS VAX Version 6.1. The OVERWRITE option will no longer be offered. We recommend that all tapes be INITIALIZEd before beginning any BACKUP. This will remove any expiration date from the tape. For example, perform a command similar to the following:

$ INITIALIZE MTA0 TEST ▮

Licensing Update

You asked for it...

For some time, you've asked us to offer concurrent-use licenses on compilers. Digital responds with concurrent-use licenses for compilers including such products as DEC Ada, DEC C++, DEC Cobol, DEC Fortran, DEC Pascal and VAX Basic.

Concurrent Use Licenses have the added benefit of being platform independent, so that a Concurrent Use License for DEC Fortran/OpenVMS can be used on either a VAX or an AXP system.

For further information, call your local Digital Sales representative, Authorized Digital Services Reseller or, 1-800-DIGITAL. ▮

ULTRIX/OSF TIPS!

Specialists in the Open Systems Group from the Atlanta Customer Support Center frequently receive customer questions in the security arena. Below they offer you one of their responses on this timely topic.

How to enable an Xterminal with ENHANCED Security with OSF/1™ v2.0

Two security levels—default and ENHANCED—are available with OSF/1 v2.0. BASE; the default level corresponds closely to BSD security. ENHANCED implements a much higher, C2-compliant security level.

Xterminal login is one of the operations affected by ENHANCED security. What you've asked is how to:

- detect if ENHANCED security is installed on an OSF/1 system
- detect if ENHANCED security is enabled
- toggle between the two security modes
- enable Xterminal login when in ENHANCED security

BACKGROUND:

If a system is running ENHANCED security mode, users on Xterminals will not be able to login. Instead, the Digital logo will appear followed by an information dialog box that states:

'Cannot obtain database information on this terminal'

Pressing the acknowledge button removes the logo. Telnet terminal windows (ie VXT Xterminal) work without problem.

PROCEDURE:

Note that all operations listed assume the use of the root (superuser) account.

1. To determine if ENHANCED security is installed:
   # /usr/sbin/setld -i | grep -i secur
   OSFC2SEC200 installed C2-Security (System Administration)
   OSFXC2SEC200 installed C2-Security GUI (System Administration)
2. To determine what security level is enabled:
   # grep -i secur /etc/rc.config
   If the response is:
   SECURITY="BASE"
   export SECURITY
   or nothing appears, the security level is BASE, as BASE is the default.
   If the response is:
   SECURITY="ENHANCED"
   export SECURITY
   then the security level is enhanced.
3. To toggle between the two security modes, use the secsetup utility. There is more discussion on the secsetup utility in the man pages under secsetup(8).
4. To enable an Xterminal with ENHANCED security enabled:
   You will need to edit the ttys file used in ENHANCED mode, which is located in /etc/auth/system. Make a copy of the line that looks like:
   local\:0|local\:0.0:t_devname=local\:0:t_xdisplay:t_login_timeout#0:\
   :chkent:
   and replace all the references to local with the IP hostname of the Xterminal. Any errors in the ttys file will produce an error popup when xdm tries to display with the message:
   Error in terminal setup
   See Man pages for reference. ▮

Digital/MicroAge Sign Global Service Pact

Recently Digital and MicroAge, Inc. signed a global service alliance making Digital MicroAge's "first choice" international service provider and one of just two Complementary Service Providers in the United States. The service alliance provides MicroAge customers with a desktop-to-datacenter service solution that represents a competitive advantage in the expanding global market. This service alliance enhances the agreement MicroAge signed last year to distribute Digital's full line of personal computers.

"As MicroAge expands its business with Fortune 2000 companies, we realize that our customers want single-source solutions," said John Andrews, President of MicroAge Product Services. **"That means we must partner with other high-quality organizations to deliver the broad range of multivendor products and services that no single company can deliver today. Through our Complementary Service Partnership program with Digital, MicroAge can provide cost-effective and complete solutions to its customers."**

John Paget, Americas Multivendor Customer Services Vice President notes, "This is the type of relationship you envision when you're trying to build a multivendor customer services organization—a partner who has the reach into the marketplace, the presence in accounts that a direct service organization could not have."

John Andrews, President, Product Services for MicroAge, Inc. and John Paget, Vice President, Multivendor Customer Services for the Americas sign Global Service Alliance.

MicroAge, Inc., a Fortune 500 Service company, is a leading reseller that markets and distributes information technology products and services to business, institutions and government, through and in partnership with its network of affiliated resellers.

The services agreement links Digital with MicroAge Infosystems Services, 75 premier reseller locations whose resources, experience and capabilities enable them to meet the unique and varied requirements of end users at Fortune 2000 companies. Now these resellers can offer their clients delivery of multivendor hardware maintenance, software, network and help desk support on a global basis.

In a time of rapid change in the computer industry, service partnerships like this one with MicroAge ensure service stability for our current customers as well as consistent quality multivendor service for our partner's customers. ▮

PATHWORKS

The Pathworks Support Team in Atlanta offers a tip for Open VMS Version 5.0.

CUSTOMER: The license server process is not running and I have a series of 'Can't open state file' messages in my log file.

DIGITAL: If the PWRK$LICENSE_SERVER process is not running and you have found the following series of messages in PWRK$LOGS:PWRK$LICENSE_SERVER_NODENAME.LOG:

```
30-NOV-1993 16:11:54.00 INIT_LOGFILE:
        OPEN: PATHWORKS License Server Startup
30-NOV-1993 16:11:54.00 MESSAGE:
        Can't open state file
(PWRK$COMMONROOT:[LICENSE]PWRK$LICENSE_SERVER.DAT;)
30-NOV-1993 16:11:54.00 FATAL_ERROR:
        Can't open state file
```

You have lost, misplaced or deleted the license server state file. This file is PWRK$LICENSE:PWRK$LICENSE_SERVER.DAT.

You will have to replace this file with the one from your PATHWORKS for OpenVMS V5.0 Installation Savesets. Perform the following steps:

```
$ SET DEFAULT SYS$UPDATE
$ BACKUP/SEL=pwrk$common.sav TAPE_DRIVE:pathworks050.b /SAVE *.*/LOG
  %BACKUP-S-CREATED, created SYS$SYSROOT:[SYSUPD]PWRK$COMMON.SAV;1
$ BACKUP/SEL=pwrk$license_server.dat pwrk$common.sav/SAVE pwrk$license:*.*/LOG
  %BACKUP-S-CREATED, created
PWRK$COMMONROOT:[LICENSE]PWRK$LICENSE_SERVER.DAT;1
```

▮

PC TIPS

The Atlanta Customer Support Center's PC group shares a Tip to recreate Windows startup file:

If your Windows startup file, WIN.COM, gets corrupted or deleted, you can recreate it easily. Simply move into the \WIN\SYSTEM subdirectory and type the command:

```
COPY /B
WIN.CNF+VGALOGO.LGO+VGALOGO.RLE
WIN.COM
```

The resulting WIN.COM file will work just as the old one did. If you are feeling particularly bold, you can replace the VGALOGO.RLE file with another .RLE file to change the opening logo screen. Third party packages such as WINGIF are capable of converting .BMP files to .RLE files. Just remember to keep the .RLE file size under 16K. ▮

ANSWERS not excuses

Many have asked what impact Digital's restructuring will have on you, our service customers. *INFOSHARE* took your hard questions to the top. In an interview with John Paget, Vice President of Multivendor Customer Services, Americas, we learned much more about what goes on behind the scenes than you read about in the news.

INFOSHARE: How can Digital continue to provide quality service if they keep downsizing staffs?

PAGET: A very small percentage of the last cuts were made in the field organization among people who actually directly touch you, our customers. We recognize that service is a face-to-face business that relies on good, working relationships as well as a sound knowledge of individual accounts. We often cite statistics about our vast global infrastructure in service delivery, but we know that you only see and deal with Jack, Cathy and Ed. No matter how sophisticated our informational databases, there's no substitute for personal service.

INFOSHARE: But it's also apparent that you have an unsustainable cost structure. What's the strategy for becoming more competitive, without sacrificing quality delivery?

PAGET: Every company in the service industry has to achieve a balance between quality and cost. There isn't a magic formula. I believe in continuous improvement, however. We have an overall goal of providing service delivery quality at a competitive market price. So, seventy-five percent of the savings resulting from our current restructuring is coming from the redesign of our business processes, changes in materials management, logistics, and administrative practices. For example, we've put a PC Parts Program in place that is a network of almost 200 vendors with 160 warehouses across the U.S. that can ensure same-day delivery of virtually any vendor's PC parts, for our customers with same-day contracts. We're not just attacking the cost structure to cut costs. We're looking at major areas of necessary investment like new technologies and training. We're simplifying our current offerings and developing new service packages that will save you money, allow you new ways to purchase services and help you gain control of the proliferation of PC environments. In short, we know what it takes to support the desktop computing environments today. The industry analysts have identified us as the best-positioned of any of the manufacturers to provide multivendor services.

INFOSHARE: Will you be increasing your dependency on subcontractors to deliver service? And if so, how can you ensure quality from so many you don't directly manage?

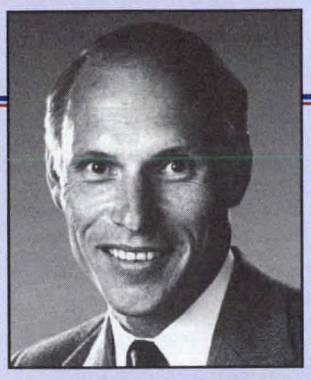
PAGET: Let me start by saying that no one company can expect to provide all the aspects of a solid multivendor support strategy without partnerships, strategic alliances, and subcontractor relationships in place. What matters is how those relationships play out in front of you. When we choose to use a partner to deliver service you will know up front. We're still accountable for every aspect of that engagement. We measure that level of service according to the same stringent guidelines. We conduct quarterly reviews, tracking level of service agreements, and setting down the criteria by which these companies will be "certified" to deliver on our behalf.

INFOSHARE: Given the tough times Digital is experiencing, why should customers continue to give us their service business?

PAGET: Because, in spite of undergoing major transformation, **service, as always, is still a core competency for Digital and that capability keeps growing. We're winning service awards in client server technical support.** *Software* magazine just awarded us top honors for excellence in service and support for our development tools and networking software. Our customer satisfaction survey results, while leveling off in general, are increasing in the areas of on-site, off-site and software support. The other reason you can feel confident in choosing Digital as your service provider is very simple. Our people. I've worked for two major competitors and I spend time studying the others. In no other company have I come across the kind of "smarts" and dedication that I've seen in every individual who spends time with you. We've brought on new blood, too, from the leadership team on down. I doubt there's a problem out there today that we haven't experienced in our own company or seen somewhere else. As a global organization, we possess an incredibly sophisticated set of tools, technologies, and now, real-life experiences about how people are working with technology products in today's highly dynamic and complex environments. Even with the most advanced techniques in service delivery, or with the most competitively-priced service products—we don't have anything worth your loyalty unless we've invested in a working relationship with you. And that comes down to having the best service professionals in the field.

INFOSHARE: You spend a lot of time with customers. What do you hear?

PAGET: Our customers believe in the people they talk to on the phone and the ones they see at their sites. We do have some of the best people the service industry has to offer. I also hear the need to make sure the entire infrastructure is providing service engineers the back-up they need; from call handling to billing, from purchase to on-site delivery. They want to see this great company thrive again. The past year has been very painful for us. But Digital's service business is alive and well and growing. We've brought new customers into the Digital family this past year. Many of them fast-growing businesses who have very new ideas about what service quality is. We've learned a tremendous amount about what business issues our customers are up against,



how fast those environments are changing and what it takes to live up to the new expectations.

INFOSHARE: One last question. What's behind this new advertising campaign, **"Answers. Not Excuses"**?

PAGET: For one thing, a great deal of research. We conducted focus groups around the world with MIS and Service Managers in large and small companies. Their problems differ, but one common theme was this notion of "vendor finger-pointing". They all felt they'd been promised total multivendor solutions, but no one vendor could do it all and few had delivered on their promises. We've been supporting other manufacturers' hardware, software and networking products for over 10 years now. We won't pretend to do it all. Certainly not without our partners. And we're not perfect—yet. But we believe we have a better story to tell today than anyone else. **Our experience with many products has given us databases of information about "what works with what." And we have that engineer's drive to solve the problem no matter what.** We consider it a professional challenge. Even fun. And we don't leave you on-hold and we don't make you call someone else. Our customers have better things to do. ▮

SURVEY SAYS:

"Top-Notch Service Makes the Difference"

According to a survey of 45,000 home-computer users, good service can build strong customer loyalty, despite any imperfections in a consumer's PC. The questionnaire was inserted recently in *PC WORLD* magazine, which asked readers to critique their machines and rate their brand allegiance. The results show that companies that focus on top-notch service can rank higher in customer loyalty than those that emphasize quality control. (Dow Jones) ▮

Standards: We Walk the Talk

Recently Bud Enright, Vice President of Software Products Group, spoke to Digital users at a DECUS convention on Implementing Open Client Server Now. He shared how our latest product offerings address your needs as you move to a client server environment in today's open systems world. Excerpts follow.

"We at Digital have made significant contributions to standards on UNIX®, networking services and object-oriented technology. Our product development work supports standard setting. We're 'walking the talk' with

- Comprehensive support for UNIX SPEC 1170
- POSIX® and DCE in OpenVMS
- X.400 and MAPI support in our electronic mail systems
- TCP, DCE and CORBA support

Standards like these are as essential to open systems movement and our product development as rail standardization was to the railroad system in the late 19th century. It is standardization that is revolutionizing electronic commerce. You've heard the media buzz on the Information Highway...Well, welcome to Digital, the road construction crew on the Information Highway.

We continue to move to standards-based interoperability. You've asked us to support popular networking standards, to create network management tools and to help you find other ways to develop applications.

We've shifted our investment from proprietary to multi-platform software...software that can run on all tracks: UNIX, OpenVMS, and Windows NT®. These products are client server-oriented rather than timesharing. They are designed to integrate multi-platform, multivendor environments.

Potentially, our most important area of collaboration is defining standards for object-oriented technology. Adherence to these standards unites the worlds of UNIX, Windows, and OpenVMS.

Using the railroad analogy, we're not talking about joining the Atlantic and Pacific railways; we're talking about spanning continents. The specification for that standard—the Common Object Model or "COM"—is being jointly published by Microsoft and Digital.

We've been gaining support for the model from software developers and customers, including Republic National Bank, Cognos, and Andersen Consulting." ▮

Keeping your Workstations at Work

Businesses are depending more on workstations to perform critical tasks which used to be done on mid-frames, according to Bob Johnson, desktop analyst at Dataquest® in Framingham, MA. As a result, businesses are focusing support services on those workstations, whether they're used stand-alone, networked, or as servers. Some companies utilize in-house support staffs, others buy services externally, and some do both.

Dataquest's recent survey of 400 companies shows the average per unit spending for workstation support services in five categories (see chart).

If you're interested in exploring how support services from Digital can help you keep your workstations at work, call us at 1-800-888-4234 extension 600. In Canada, call 1-800-267-5251 for service in English; 1-800-267-2603 for service in French, and ask for the marketing hotline. We support most manufacturers' workstations, with particular focus on Sun® Sparcstations™ and IBM RS/6000s. ▮

	IN-HOUSE SUPPORT SVCS.	EXTERNAL SUPPORT SVCS.
Hardware maintenance	$1,864	$1,141
End-user training	1,548	339
LAN support	1,457	178
Application development	1,452	357
Help Desk support	1,250	192

© Dataquest, May 1994

CONTINUOUS QUALITY IMPROVEMENT

Customers and Digital Team Up

You're invited to help us improve the reliability of future Digital products. How? We'd like you to participate in the Digital Product Performance Program by sharing performance history about your systems. With input from you and others we can make the needed adjustments in product design to ensure future quality.

Our system monitoring tool, called Monitoring Performance History (MPH), gathers:

- Error log entries
- Crash dump summaries
- Configuration information

Collected from you on a weekly basis, this information is electronically routed via DSNlink through Digital's Multivendor Customer Services organization to the appropriate Engineering group. Thus, all DSNlink security protection is in place.

Once the information is analyzed by Digital Engineering, reports are distributed to Digital Manufacturing and Services groups. Although you'll be contributing to our historical data analysis, you will not receive any specific feedback from Digital as a result.

Since the monitoring software requires negligible CPU resources, an average weekly transfer of 300 blocks, and only minutes of transfer time, it will not impact or degrade your system's performance. The process, with the exception of installing the software, is automatic, requiring no human intervention.

If you'd like to help with this quality initiative, call the DSNlink support team 1-800-354-9000 ext. 55 for details on the MPH software and installation. ▮

Depend on Digital for Solid Equipment and Solid Support

Kib Shorey of National Computer Systems Inc. (NCS), Atlanta, GA recently provided input on the stability of Digital hardware and the quality of Digital support. NCS is one of Digital's cooperative marketing partners and a leading supplier of asset management systems to financial institutions throughout the country.

According to Shorey, NCS customers appreciate Digital's solid hardware systems as the foundation on which their trust systems operate. It seems that neither earthquakes nor floods have had much of an impact on their normal operations.

When the earthquake hit the Los Angeles area in January, each of the NCS systems in the epicenter zone came back on line as soon as power was restored. Many of the employees couldn't get to work, but the Digital-based systems were operational throughout the disaster. NCS customers in the San Francisco area had similar experiences following their severe earthquake in 1989. Even though the buildings suffered substantial damage, the systems remained operational.

During the Mississippi River floods last year, Bankers Trust in Des Moines IA, had a real opportunity to test the quality of Digital's support. When their downtown facility flooded, they were forced to set up a remote computer processing site in West Des Moines. The Bank's disaster recovery plan included Sunguard, NCS for software support, and Digital for hardware support. Banker's Trust was able to keep key functions going with transaction processing and producing timely statements for customers.

According to Jeri Le Henry, Bankers Trust Manager, **"Digital stood out above others because their people were so supportive. They had the expertise and went above and beyond to ensure that we had the right hardware, cables and connectors to get back in business fast."** ▮

DECevent

Why Our Hardware Service Is Better!

DECevent is a new generation event management tool developed by Multivendor Customer Services to help our service engineers and you determine the underlying causes of abnormal hardware and system operations. It is an event management utility interfacing between a system user and the operating system's event logging system that provides predictive maintenance capabilities.

How?

Just like its predecessor, VAXsimPLUS, DECevent monitors and analyzes device errors real-time through knowledge-based software. It determines when a service action is required prior to a failure occurring, enabling convenient repair scheduling.

By performing analysis and Field Replaceable Unit callout prior to notification, it lets us dispatch an engineer with the appropriate spares to your site when the call is logged. Thus, DECevent helps shorten the repair cycle.

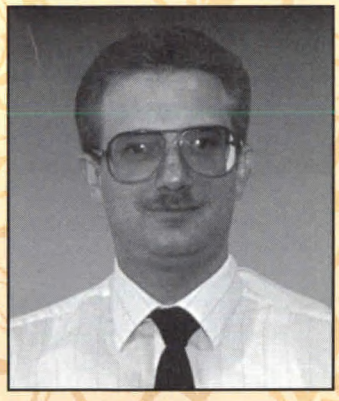
At your choice, combined with our DSNlink communication tool, DECevent is able to notify us electronically of a needed repair.

Best of all, DECevent is available to customers whose systems—OpenVMS AXP V6.1 or higher—are covered by Hardware Service Warranty or Contract. For more information about DECevent, contact your local Digital Multivendor Customer Services Representative. ▮

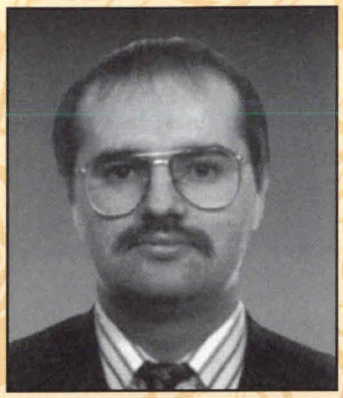
Digital conducts its business in a manner that conserves the environment and protects the safety and health of its employees, customers, and the community. *INFOSHARE* is printed on recycled paper. Please share it with a business associate and recycle. Recycling conserves our natural resources.

SUZANNE WEILER, Little Rock, AR, is recognized for her speedy resourcefulness on behalf of one of our partner's customers. Cliff Ferren of Mail Contractors—who buys through WYLE Laboratories—can't say enough about Suzanne's overall support.

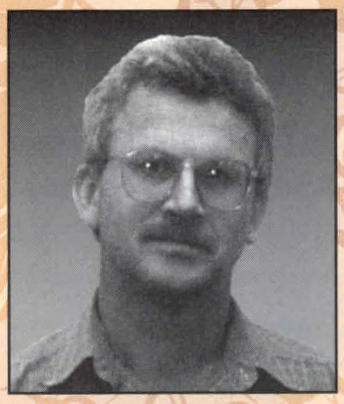
GAYLE NILES, Burlington, MA, was key to the development of the software staging and shipment of Digital PCs for Dunkin Donuts corporate office locations across the US. Gayle's persistent dedication to customer satisfaction has helped foster an expanding relationship between Dunkin Donuts and Digital.



DAVE GALVIN, Pittsburgh, PA, is committed to customer satisfaction. His customer service diligence and ability to overcome support obstacles received recognition in the May 94 edition of DEC Professional, an independent magazine about Digital.

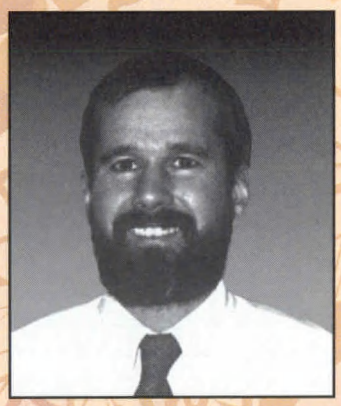


MARK DOMALIK, Toronto, ON, is a valued member of the desktop services team for Imperial Oil Limited (Esso). Customers and peers alike find in Mark an excellent combination of high-level technical and exceptional interpersonal skills.



JOE KLEIN, Colorado Springs, CO, stepped beyond his support role to help Digital sales with San Francisco Bank of America. They wanted to buy a no-longer-produced PDP-11/70. Thanks to Joe's initiative, creativity and tenacity, the Bank received the configured and staged system—up, running and on time—although it was unavailable through normal channels.

RICK DESKO, Colorado Springs, CO, serves as a key resource for troubleshooting various complex customer issues on the XQP for some of our mission-critical and premium OpenVMS customers. Examples of this include coordination of resources to provide timely resolution on issues for BELLCORE, SYNTEX, and TYSON FOODS.



DOUG GARLAND, Seattle, WA, who supports Boeing Everett and McCaw Cellular gets rave reviews from his customers with words like "excellent" and "exceptional." To customers, he epitomizes Multivendor Customer Service because he supports SI, Emulex, Exabyte and a host of vendor products. Doug's enthusiasm for customer success, distinguishes him and Digital Services from other service providers.

GLORIA STAHLHUT, Indianapolis IN, received the Mayor's Volunteer Partnership Award for her coordinating partnership work with Indianapolis Public School #83. Mayor Stephen Goldsmith stated, "Gloria has been an innovative leader for many successful events at the school, providing incentives for families to attend and has served in a myriad of ways to enhance annual programs for students, teachers and parents."

THINK CUSTOMER

CHARGE IT!

In response to your requests, Digital's Customer Support Center in the United States joins Canada in accepting VISA and MasterCard with your authorization as a payment method for remote Per Event Support.

When you call us for support above and beyond your current contract level or for products for which you do not have service agreements, you can use your credit card number and authorization for payment.

In addition, we offer Per Event Support for your personal computers and applications. For example, we can provide Per Event Support if your PC is not under contract with Digital, or if you have usage questions on your PC applications. We're proud of our expertise in this growing area. We are an Authorized Service Center for Novell® products, and have certified specialists available for Novell, Microsoft and Banyan products.

Questions? Call us at 1-800-354-9000 and ask to speak to our Customer Qualification Desk. In Canada, call 1-800-267-5251. 1-800-267-2603 gives you service in French.

Thank you for relying on Digital as your preferred multivendor solutions provider. ▮

INFOSHARE

Digital Equipment Corporation
4851 LBJ Freeway • Dallas, Texas 75244

Editor, Helen Nezda
214-702-4634 • Fax: 214-702-4013

Digital believes the information in this publication to be accurate as of the publication date; such information is subject to change without notice. Digital is not responsible for any inadvertent errors.

The following are trademarks of Digital Equipment Corporation: AXP, DECdirect, DECevent, DEC Fortran, DECmove, DECUS, Digital, DIGITAL logo, DSNlink, Open VMS, PATHWORKS, ULTRIX, VAX, VAX Basic, VAXsimPLUS, VMS.

Apple is a registered trademark of Apple Computer, Inc. AT&T is a registered trademark of American Telephone & Telegraph Co. COMPAQ is a registered trademark of Compaq Computer Corporation. AS/400 is a trademark and IBM is a registered trademark of International Business Machines. Windows is a trademark and Microsoft and Windows NT are registered trademarks of Microsoft Corporation. Novell is a registered trademark of Novell, Inc. OSF/1 is a registered trademark of Open Software Foundation, Inc. POSIX is a registered trademark of IEEE. Sparcstations is a trademark and Sun is a registered trademark of Sun Microsystems, Inc. UNIX is a registered trademark of Unix System Laboratories, Inc., a wholly-owned subsidiary of Novell, Inc. WordPerfect is a trademark of WordPerfect Corp. Zenith is a registered trademark of Zenith Electronics Corp.

Layout, illustrations and graphics by Williamson Creative Services, Carrollton, TX.

© Digital Equipment Corporation 1994. All rights reserved. Unpublished rights reserved under the copyright laws of the United States. Any party granted access to this information pursuant to a duly executed Digital Service Agreement may, under the terms of such agreement, use, copy, download, store or transmit such information internally for the exclusive purpose of maintaining and operating the products covered by such agreement. No other use, copying, storage or transmission is permitted except with Digital's prior written consent.

What's New with DSNlink?

Did you know that DSNlink has these new features (coming to Canada later this year)?

Supported Products

Using this DSNlink address,
DSN%SERVICE-CONTRACTS
you can request a list of your supported products and the contract dates associated with each product.

Confirmation Mail

A DSNlink Mail message is automatically sent to you when a file is successfully copied from the Host system to your system.

Easier-to-Read Call Histories

You can now read through your call histories more efficiently because work units that record DSNlink system activities are now transparent to you.

Remember that with DSNlink, you can submit requests for hardware and software support, exchange files with the CSC, and search Digital's software product databases. You can even receive software patches electronically. It's your electronic link with Digital Multivendor Customer Services that relieves you from phone tag and gives you access to Digital's expertise and multivendor product information. And it's available to any Digital service customer with a warranty or service agreement that includes telephone support for hardware and/or software.

For more information, call 1-800-354-9000 and ask for the DSNlink Support Team. ▮

Attention U.S. PC Service Users

We've modified the automated call tree desktop services menu to clarify and simplify your access to service.

Regardless of which desktop services number U.S. customers choose, 1-800-654-1232 or 1-800-354-9000 option 4, you will reach the same menu.

For information describing the menu options, check the Feedback box "PC Service Update" and we'll send it to you. ▮

Questions on Digital Services on the Internet

U.S. Digital Software Services contract customers on the Internet can receive patches including ULTRIX, OSF/1 and OpenVMS via FTP (File Transport Protocol) from node ftp.service.digital.com. For information on Digital Services now available via the Internet, just send your request electronically to: info@service.digital.com. ▮

INFOSHARE

FEEDBACK

Please update your mailing label information:

❒ ADD ❒ CHANGE ❒ DELETE

NAME _____ PHONE (_____) _____

COMPANY _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

Is *INFOSHARE* meeting your Digital service information needs?

❒ Yes ❒ No

Why? _____

_____

My suggestions for upcoming editions are: _____

_____

_____

You may feature my company in *INFOSHARE*.

❒ Yes ❒ No

If faxing, please cut here.

I'm interested in being contacted regarding the following:

❒ PC Service Update
❒ Software Asset Management
❒ Microsoft Support
❒ Other _____
❒ DECmove
❒ LAN Management Support

Return by mail or FAX to 314-827-1400. Thank you.

INFO-1

FOLD

PLACE STAMP HERE

DIGITAL EQUIPMENT CORPORATION
HELEN NEZDA
P O BOX 4900
FENTON MO 63026-4900

digital
Digital Equipment Corporation
4851 LBJ Freeway
Dallas, TX 75244

BULK RATE
U.S. POSTAGE
PAID
Digital Equipment
Corporation

How to Place a Service Call

If you don't have an access number or service contract, we provide Per Call Service.

Why Choose Digital Services?

Multivendor PC Support at Newport News Shipbuilding 1

Digital Delivers AS/400 Support 3

Global MicroAge Agreement Signed 5

Answers not Excuses
an interview with top management 6

Keep Workstations at Work 7

Depend on Digital Support 8